

State Of Montana

Department of

Corrections

Biennial Report

FOR FY2010

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EXECUTIVE SUMMARY

In the last biennium the Department had 8 IT initiatives in the strategic plan. All of the initiatives that were funded were completed, one unfunded initiative was completed, one unfunded initiative was partially completed and two unfunded initiatives were cancelled.

Initiative Status	Total Count	Fully Funded Count	Unfunded Count	Partially Funded Count
Completed	4	3	1	
Partially completed	1		1	
Deferred	0			
Delayed	0			
Cancelled	2		2	
Remain on-going by design	1	1		

Progress was made on all IT goals and objectives listed in the plan. The most significant was the replacement of the legacy offender management system with a new modern web based system that replaced all existing functionality as well as adding new functionality. The new Offender Information Management System (OMIS) was built using existing resources. New features for this system are continually being developed as requested and resources permit.

A new web based Youth Management System (YMS) was also placed into production using existing resources. New features for this system are being developed as requested and resources permit.

Concentration on energy savings this last biennium included purchasing only energy star 4.0 computers and monitors, energy efficient printers, consolidating printers, elimination of almost all personal desktop printers, consolidated and virtualized servers in the central office, increased remote computer support which reduced travel, eliminated two of three vehicles assigned to IT, eliminated three field servers, conducted as many meetings as possible using GoToMeeting to eliminate travel, and continue to support the Department's video conferencing system.

The central office server consolidation and virtualization project eliminated 14 physical servers by virtualizing 12 of them and eliminating 2 of them.

In conjunction with the state IJIS broker project the Department created interfaces from OMIS to the broker to allow for solicited and non solicited queries of our offender data. We were the third state in the nation to share offender photos via a CJIN correctional status query and also provide offender status updates to the IJIS broker as part of the statewide automated victim information and notification pilot project.

SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

1.1 Goals

Goal Number 1:

ITG 1 Continual Development and Enhancement of Department Applications

Description: Continual Development and Enhancement of Department Applications

Benefits: What benefits are realized and who realizes the benefits? The benefits include the collection of required data that will better allow the Department Management and staff to make the most informed decisions possible.

Does this goal support the State IT Strategic Plan? If so, how? This supports several state IT goals including: Customer Focus, allowing the Department to deliver information to the citizens reliably, efficiently, and affordably; Move Forward Together, by sharing IT resources, information, technology, with other states; Fiscal Responsibility, taking advantage if the investment and work other states have done, and the Right People.

Supporting Objective/Action

ITO 1-1 Implementation of an Adult Offender Management Information Systems

Describe the business requirements or business problem driving this objective:

The Montana Department of Corrections is preparing to sunset the current Adult Offender Management Systems; one resides on an AS/400 and the other is a client/server based application. The legacy systems will be replaced with a more robust application on an Oracle database. Once operational the new system will make retrieval of information about offenders easier and more efficient. It also will make data analysis easier, a need that grows as the demand for more information about the corrections system increases.

Describe the benefits to be derived from the successful completion of this objective:

We will be providing an application that can be shared throughout the Agency that will improve data quality and provide reliable offender information.

Describe the anticipated risks associated with this objective:

All the development in house which creates a risk of resource loss. We have the support and authority of the Department to move forward, but if this is lost the risk to the objective is great.

Describe how this objective supports the agency IT goal:

This objective supports the agency IT goal by replacing two legacy applications into one web based application

What is the timeframe for completion of this objective:

This endeavor will be a phased implementation based on the needs and the ability of the Department. This will be ongoing. It is anticipated that new phases will be in development for the foreseeable future.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

The first measure of success will be when both legacy applications are sunset. As future phases are

identified the success will be measured by the implementation of that phase when placed into production and acceptance of each new addition.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): *The Department implemented a new Offender Management Information System (OMIS) using internal staff that has completely replaced the legacy system ACIS.*

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): *Completed. Development of new features is ongoing.*

Supporting Objective/Action

ITO 1-2 Implementation of an Youth Offender Management Information System

Describe the business requirements or business problem driving this objective:

Youth Services Division have been using a lotus approach application, a web application that builds a face sheet, and various spreadsheets and paper processes. By adapting the Adult Offender Management Application for Youth Services they will be able to collect information in a central data repository rather than the various other methods, eliminating duplication of effort between secure housing staff and parole officers, creating a more seamless transition of youth from one program to another, and easier collection of data for reporting and analysis.

Describe the benefits to be derived from the successful completion of this objective:

We will be providing an application that can be shared throughout the Youth Services Division that will improve data quality and provide reliable offender information. Beneficiaries include not only the Department, but also the youth and other agencies interested in Juvenile Justice issues.

Describe the anticipated risks associated with this objective:

All the development in house which creates a risk of resource loss. We have the support and authority of the Department to move forward, but if this is lost the risk to the objective is great.

Describe how this objective supports the agency IT goal:

This objective supports the IT goal by providing a vital and necessary applications to the Departments Youth Services Division.

What is the timeframe for completion of this objective:

A timeline has not yet been established.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

The successful delivery of the application, other success factors will be developed as part of the project charter and project plan as this moves closer to development.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): *The Department implemented a new Youth Management System (YMS) using internal staff.*

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): *Completed. Development of new features is ongoing.*

Goal Number 2:

ITG 2 Provide the most Accurate Offender Information Available

Description: To provide all interested parties' accurate and reliable offender information.

Benefits: What benefits are realized and who realizes the benefits?

Beneficiaries include, but are not limited to the Department of Corrections, Department of Justice, State, Local and Federal Law enforcement, Legislative activities, crime victims, and taxpayers of the state.

Supports Agency Goals of Promoting Public Safety and Supporting Crime Victims.

Supporting Objective/Action

ITO 2-1 Continuous Quality Improvement of Department of Corrections Offender Information

Describe the business requirements or business problem driving this objective:

Providing inaccurate information to law enforcement and others puts public safety at risk and diminishes the credibility of DOC within the community, the legislature and the general public.

Describe the benefits to be derived from the successful completion of this objective:

All interested parties will be provided with accurate and reliable offender information. Common data errors are identified and reported to training staff. Statisticians work with training staff in developing training programs to eliminate data entry errors. Energy savings will result due to fazing out of automated processes that build files on the AS400. These data files will be incorporated into the new offender management system.

Describe the anticipated risks associated with this objective:

Potential risks associated with this objective are inaccurate information being delivered to law enforcement, crime victims and others. Another risk faced is the input of bad , incomplete, and inaccurate information into Department data systems by staff.

Describe how this objective supports the agency IT goal:

This objective supports the agency IT goal by enhancing the accuracy and reliability of offender information.

What is the timeframe for completion of this objective:

This will be ongoing throughout the life of this plan.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

Internal quality monitoring processes in conjunction with courts, law enforcement and the general public will continuously provide feedback on information accuracy and reliability.

Statisticians run data quality programs that search for bad date entries, timeliness of data entry, incomplete data and missing legal judgments. Statisticians continuously monitor for incorrect and missing data and resolve problems by going back to the source of the bad information.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50 %): The Statistics and data quality unit has developed multiple reports to identify missing and incomplete data as well as data that appears to be in error. The division/user responsible for entering this data is contacted informing them that the data needs to be entered or corrected.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): on-going.

Goal Number 3:

ITG 3 Provide Automated Offender Reports when Feasible

Description: Common offender reports can be executed by the authorized end user.

Benefits: What benefits are realized and who realizes the benefits?

Beneficiaries include, but are not limited to the Department of Corrections, Department of Justice, State, Local and Federal Law enforcement, Legislative activities, victims of crime, and citizens and taxpayers of the state.

Supports Agency and IBTB goals of providing reporting tools directly to staff, other state agencies and the general public.

Supporting Objective/Action

ITO 3-1 Accurate Automated Reports Availability

Describe the business requirements or business problem driving this objective:

Providing inaccurate reports to law enforcement and others puts public safety at risk and diminishes the credibility of DOC within the community, the legislature and the general public.

Describe the benefits to be derived from the successful completion of this objective:

Report information is available to end users allowing them to address issues quicker which frees up IBTB staff time for other departmental activities.

Department staff would have immediate access to offender information seven days a week, 24 hours a day.

Describe the anticipated risks associated with this objective:

Potential risks associated with this activity are the possibility of system resources not being able to handle the increased workload demand of staff members, law enforcement and the public

Describe how this objective supports the agency IT goal:

This objective supports the agency IT goal by enhancing the accuracy and reliability of offender information.

This objective supports the agency IT goal by providing reports directly to the user which will reduce or eliminate delays in information access.

What is the timeframe for completion of this objective:

This will be ongoing throughout the life of this plan.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

These reports will be developed for department staff as the need develops for information about specific issues with continuous feed back from users.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): All legacy system reports were automated with the new system and many new reports were created as the need arose. A custom report feature was added to OMIS allowing the system users to create and save their own custom reports.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): substantially completed but will be on-going as the needs for new reports arise.

Goal Number 4:

ITG 4 Ensure Department Information System Infrastructure complies with State standard

Ensure Department Information System Infrastructure complies with State standard

Benefits: What benefits are realized and who realizes the benefits?

Department mission critical services will experience less downtime, enjoy expanded support and operate in a cost-effective manner.

This goal supports the Enterprise goal to “*Develop IT Resources in an Organized, Deliberative and Cost-Effective Manner.*”

Supporting Objective/Action

ITO 4-1 Maintain a 3 year replacement cycle for hardware/software on Department hosted production services.

Describe the business requirements or business problem driving this objective:

The Department has several server-centric services that are mission critical. Failure of those services would potentially jeopardize every Department goal.

Describe the benefits to be derived from the successful completion of this objective:

By maintaining this cycle, our server hardware will have on-site support, data storage systems will have less “mileage”, ensure that our systems are compatible with the Enterprise infrastructure as a whole, supporting device code will be more readily available and the hardware will be robust enough to handle new and emerging technologies.

Describe the anticipated risks associated with this objective:

Inadequate funding would jeopardize attaining this objective.

Describe how this objective supports the agency IT goal:

This objective will ensure that our hardware will meet State minimum standard for computing devices.

What is the timeframe for completion of this objective:

This will be an ongoing Action.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

As this objective will never be “complete”, it will be measured based on the status of current systems. If at anytime we take a snapshot of our server systems, and the associated hardware is 3 years old or less, we’ve met the objective.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): The Department has kept current with the state standards.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): on-going.

Supporting Objective/Action

ITO 4-2 Ensure server operating system (OS) code is on the most recent version of Enterprise standard.

Describe the business requirements or business problem driving this objective:

The Department has several server-centric services that are mission critical. Failure of those services would potentially jeopardize every Department goal.

Describe the benefits to be derived from the successful completion of this objective:

By maintaining the current version of operating system code, we ensure an adequate level for

participation in infrastructure services and help mitigate compatibility issues for information sharing.

Describe the anticipated risks associated with this objective:

If there is not adequate Enterprise licensing agreements in place, the Department will need to fund upgrades. Lack of funding will prevent us from upgrading as necessary. Additionally, we may run into issues where services running on a particular piece of hardware are not compatible with current OS versions.

Describe how this objective supports the agency IT goal:

This objective will ensure that our operating systems will meet State minimum standard for computing devices.

What is the timeframe for completion of this objective:

This will be an ongoing Action.

Describe the critical success factors associated with this objective:

As this objective will never be “complete”, it will be measured based on the status of current systems. If at anytime we take a snapshot of our server systems, and the most current operating system part of the state standard is in place, we’ve met the objective.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): The Department has kept current with the Enterprise standard for server operating systems.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): on-going.

Supporting Objective/Action

ITO 4-3 Maintain 4 year replacement cycle for Department workstations

Describe the business requirements or business problem driving this objective:

Most of the Department’s workstations tie in with mission critical applications. When our workstations are no longer under warranty and subsequently fails, this jeopardizes our ability to meet our goals.

Describe the benefits to be derived from the successful completion of this objective:

When we have workstations that meet State standard and are covered under warranty, support is greatly increased and ensures its capability to participate in the Enterprise Infrastructure.

Describe the anticipated risks associated with this objective:

Inadequate funding would jeopardize attaining this objective.

Describe how this objective supports the agency IT goal:

This objective will ensure that our hardware will meet State minimum standard for computing devices.

What is the timeframe for completion of this objective:

This will be an ongoing Action.

Describe the critical success factors associated with this objective:

As this objective will never be “complete”, it will be measured based on the status of current systems. If at anytime we take a snapshot of our workstation and each one is 4 years old or less, we’ve met the

objective.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): The Department has kept current with this standard and is now moving to the five year cycle per the recent standard change.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): on-going.

Goal Number 5:

ITG 5 Continuation of the e-RIM project

Description: Continue the electronic Records and Information Management (e-RIM) project

Benefits: What benefits are realized and who realizes the benefits?

Authorized staff will be able to manage, secure, and access all department documents in a consistent, logical manner.

Supporting Objective/Action

ITO 5-1 Offender record imaging

Describe the business requirements or business problem driving this objective:

The Department of Corrections currently keeps paper copies of offender records in numerous locations. This redundancy carries the inherent risk of the files getting out of sync, which could lead to decisions being made without complete information.

Describe the benefits to be derived from the successful completion of this objective:

The Department of Corrections is currently involved in a project to digitize the offender records that we share with the Board of Pardons and Parole. The effort is designed to provide numerous benefits to both organizations; offender files will be more up to date, more secure, more readily accessible, and will be managed according to their respective file retention schedules. This project was funded by the 2007 legislature.

Describe the anticipated risks associated with this objective:

Anticipated risks include Union resistance, business process owner resistance and the potential that ITSD might change its document imaging standard.

Describe how this objective supports the agency IT goal:

This supports the IT goal by creating an electronic offender file that can be accessed by Department staff.

What is the timeframe for completion of this objective:

The DOC expects to complete the scanning of currently active files by the end of FY 09.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

Critical success factors include management participation and availability of staff resources. The project will be ongoing in nature as it represents a shift in how the department does business.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): A consultant was hired to assist the Department in identifying and classifying all documents that make up the offender record. The Department has established a committee to provide direction and guidance to the agency for moving forward with this project.

There have been difficulties in keeping the momentum, however the recent decision to further integrate the electronic offender records with OMIS has resulted in development beginning in that system. Record retention and policy issues are also being explored.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): on-going.

Supporting Objective/Action

ITO 5-2 Imaging other appropriate department files

Describe the business requirements or business problem driving this objective:

This effort is essentially an extension of the objective stated above, except that it is much larger in scope. The Department of Corrections will work toward cataloging all existing paper files and moving them to a digitized format.

Describe the benefits to be derived from the successful completion of this objective:

The benefits of are identical to the ones stated above, except that they are increased by including all currently paper files.

Describe the anticipated risks associated with this objective:

The DOC anticipates that this project will be funded by the legislature. The biggest risk is that the Department of Corrections might not receive funding adequately to complete the project.

Describe how this objective supports the agency IT goal:

Theses records are a part of the e-RIM scope.

What is the timeframe for completion of this objective:

This will be an ongoing effort; it represents a change in the way that the DOC operates.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

These will be determined as the phases are identified and plans are developed for the implementation of those phases.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): This has not yet started. The anticipated funding did not cover the expansion for other Department records. The intention is to complete the offender records process and expand that into all Department records as time and ability permit.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): deferred.

Supporting Objective/Action

ITO 5-3 Managing files that are electronic in nature

Describe the business requirements or business problem driving this objective:

The department currently has no standards for managing files that are created and kept in electronic format on electronic media. This leads to data duplication, which increases the need and expense of storage and backup. It also increases the expense of responding to e-discovery orders.

Describe the benefits to be derived from the successful completion of this objective:

The department will benefit from having single-sourced, organized files by decreasing the staff time spent searching for required files.

Describe the anticipated risks associated with this objective:

Some staff members may resist the effort because of their comfort level with paper files.

Describe how this objective supports the agency IT goal:

These records are a part of the e-RIM scope.

What is the timeframe for completion of this objective:

This will be an ongoing effort.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

These will be determined as the phases are identified and plans are developed for the implementation of those phases.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): This objective requires completion of objective number 1 and has not yet been started.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): deferred.

Goal Number 6:

ITG 6 Criminal Justice Information system integration

Description: Criminal Justice Information system integration

Benefits: What benefits are realized and who realizes the benefits?

Beneficiaries include, but are not limited to the Department of Corrections, Supreme Court, Department of Justice, State, Local, and Federal Law enforcement, and the Federal Government.

Does this goal support the State IT Strategic Plan? If so, how?

Developing IT resources in an organized, deliberative, and cost-effective manner; protecting Individual Privacy and the Privacy of information contained within IT systems; improvement of Government services.

Supporting Objective/Action

ITO 6-1 Communication between agencies

Describe the business requirements or business problem driving this objective:

To continue to have open communications between DOC, DOJ, and Supreme Court Administrator. The CJISP team has been stagnating, but the IT managers of these 3 agencies meet on a regular basis to keep abreast of ongoing activities.

Describe the benefits to be derived from the successful completion of this objective:

Open communications between the agencies, progress on the creation of standards, training, and development of IJIS broker connections.

Describe the anticipated risks associated with this objective:

One or more of the agencies will choose to no longer participate.

What is the timeframe for completion of this objective:

This is an ongoing process

Accomplishments (describe what the agency has done to achieve this objective, list percentage of

accomplishment e.g. 50%): The Department continues to communicate with the Department of Justice, Office of the Court Administrator, and the MT Board of Crime Control in regular meetings. A staffing change at DOJ caused a period when no meetings were held, but these have started again. During this time OMIS has been connected to the IJIS broker for both solicited and non solicited transactions. A connection has been made for reporting to the Statewide Automated Victim Notification Information System being piloted on the IJIS broker. The Department has created an interface to the IJIS broker that allows the sharing of Corrections photos nationwide when requested by law enforcement via a criminal justice corrections status query. Montana was the third state to create this

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): ongoing.

Goal Number 7:

ITG 7 Continued participation in National Corrections Associations

Description: Continued participation in National Corrections Associations

Benefits: What benefits are realized and who realizes the benefits?

Department of Corrections, State of Montana, Corrections agencies across the country.

Does this goal support the State IT Strategic Plan? If so, how?

Improvement of Government services.

Supporting Objective/Action

ITO 7-1 Corrections Technology Association

Describe the business requirements or business problem driving this objective:

The ability to communicate with the IT staff of Corrections agencies across the country is an important part of researching any new initiatives. There is a high probability one or more states have already embarked upon or completed such an initiative and we are able to build on their experiences.

What is the timeframe for completion of this objective:

Ongoing

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): The Department continues to participate in this association at the annual meeting and three times a year web conferences. The CIO currently serves on the executive board.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): ongoing.

Supporting Objective/Action

ITO 7-2 National Consortium for Offender Management Systems.

Describe the business requirements or business problem driving this objective:

The ability to communicate with the IT staff of Corrections agencies across the country is an important part of researching any new application development. The member states of this consortium are all involved in the current development of offender management information systems. We participate in working groups of technology and business requirements on a regular basis. We also share application

code, documentation, and standards with each other.

What is the timeframe for completion of this objective:

Ongoing

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50 %): The Department participates on the monthly management meeting, the monthly BA meetings, and the technical meetings. The CIO served as the vice chair for one year and is currently serving as the chair.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): ongoing.

Goal Number 8:

ITG 8 IBTB Response

Description: Respond to all service and information requests in an efficient manner.

Benefits: What benefits are realized and who realizes the benefits?

Department of Corrections staff and others that are supported by these systems, reports, and information provided by IBTB.

Does this goal support the State IT Strategic Plan? If so, how?

Improvement of Government services.

Supporting Objective/Action

ITO 8-1 Continue and enhance where applicable, the Service Desk call triage system

Describe the business requirements or business problem driving this objective:

Department staff utilize information systems extensively to perform a wide variety of business process classified from critical functions to less than critical.

Describe the benefits to be derived from the successful completion of this objective:

The Department's Information, Business and Technology Bureau will recognize and respond appropriately to mitigate issues in the most efficient manner possible, relating to failures of its information systems and requests for information.

Describe the anticipated risks associated with this objective:

There is potential to misclassify a system in regard to criticality.

Describe how this objective supports the agency IT goal:

This objective will streamline our Service Desk process and ensure queries for service are responded to and acted upon in the most efficient manner.

What is the timeframe for completion of this objective:

This will be ongoing due to the dynamic nature of Department business process and its supporting systems. As new business processes and its associated system are brought online, they will need to be critiqued and prioritized relative to existing systems and processes.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

A triage plan will remain in place and be up-to-date at any given time.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): *This plan was created by the unit managers and has allowed for more efficient distribution of tasks.*

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): *completed.*

Goal Number 9:

ITG 9 Keep up with technology changes

Description: Keep abreast of emerging technologies and best practices to provide the Department cost effective and efficient business tools.

Supporting Objective/Action

ITO 9-1 Maintain an adequate level of staff training and continuing education opportunities.

Describe the business requirements or business problem driving this objective:

Many business processes in the Department can be streamlined and automated with the help of applicable information systems. Many areas suffer from duplication of work or are too time consuming with the current tools available.

Describe the benefits to be derived from the successful completion of this objective:

By looking at new and emerging technologies, the Bureau can determine if technology exists today where it hadn't in the past to automate Department business processes. Issues where it couldn't happen in the past are; technology simply didn't exist at that time, existing technology was too expensive, existing technology was too cumbersome, existing technology was not compatible in the Enterprise system, etc.

Describe the anticipated risks associated with this objective:

The most blatant risk at this time is lack for training funds. Other risks include lack of understanding as to the necessity of IT training to operate our systems in the most efficient manner.

Describe how this objective supports the agency IT goal:

By continuing education and training, staff are exposed to new and emerging technologies and can relate them to existing Department business process. They also can better utilize technology that is already put in place.

What is the timeframe for completion of this objective:

This will be ongoing due to the dynamic nature of Department business process and its supporting systems. Technology changes at a rapid pace and staff need to stay current at all times in order to not play catch-up.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

Each staff member in the Bureau would need to receive at a minimum, 40 hours of continuing education annually as it pertains to the respective areas.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): Funding for training has been limited and made it difficult to supply classroom training for all IT staff. The network staff were given direction to schedule self study time as part of their work schedule and use this time to research emerging technologies and trends related to their jobs. The development staff are working on a similar plan where each developer will schedule time to research and experiment with new programming techniques related to their jobs. We have also received an exception to the state streaming video filter which allows staff to take advantage of free online training that would otherwise be blocked by the Department of Administration.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): ongoing.

Goal Number 10:

ITG 10 Identify Critical duties and processes

Description: Evaluate and identify critical duties and processes and ensure staff are cross trained for support of these duties and processes.

Supporting Objective/Action

ITO 10-1 Continually evaluate and identify critical duties and ensure staff are available for backup for those tasks.

Describe the business requirements or business problem driving this objective:

There are many task assignments that are serviced by a single staff member. Many of these assignments do not have a backup person assigned in the event of that staff members' absence resulting in the critical task taking longer for completion.

Describe the benefits to be derived from the successful completion of this objective:

With backup assignments in place, the chance of critical business processes not being completed is minimized.

Describe the anticipated risks associated with this objective:

While we can minimize critical business processes not being completed by assigning backups, we cannot entirely eliminate it due to the possibility of both staff members being absent. Where possible however, the most critical tasks have the proper backups in place even if the associated staff are absent.

Describe how this objective supports the agency IT goal:

Backup personnel will be established for the Department's most critical IT business processes relative to operations and security.

What is the timeframe for completion of this objective:

This will be ongoing due to the dynamic nature of Department business process and its supporting systems. Current critical assignments will have staff assigned and trained in conjunction with the Bureau goal of documenting processes and its associated timeframe.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?:

Critical operations and security duties will have the coverage it deserves.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): The IT unit managers met and identified all systems that did not have adequate staff to provide coverage in the event staff was absent or left. With our current staffing levels this did require staff in other areas to provide the backup, while not an optimal solution it was the solution available. For example, the Department has only one DBA, in order to provide backup for this role a developer fills this role when needed. This does create a concern with best practices, but the alternative is to have no backup.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): Initial review completed, but will be examined as new systems are brought online or needs change.

Goal Number 11:

ITG 12 Awareness of energy usage

Description: Develop solutions with an awareness of energy efficiency and a reduction in energy usage as part of the decision making process.

Benefits: What benefits are realized and who realizes the benefits?

The benefits are less energy usage which reduces energy costs and the carbon footprint of the Department in compliance with the Governor's 2010 objectives.

Supporting Objective/Action

ITO 12-1 Evaluate information system hardware for energy utilization and make recommendations to utilize the least amount of energy possible while still allowing for completion of Department business processes in an efficient manner.

Describe the business requirements or business problem driving this objective:

In accordance with the Governor's 2010 initiative, the Department is charged with evaluating its energy consumption and to reduce it where possible. One potential area to impact this is at the hardware level for Department data systems.

Accomplishments (describe what the agency has done to achieve this objective, list percentage of accomplishment e.g. 50%): The Department continues to utilize video conferencing to avoid travel when possible. The energy consumption of monitors and computers was evaluated and a determination was made to purchase only energy star 4.0 compliant computers and monitors. When possible servers and printers would also be purchased for energy efficiency. The Central office servers were consolidated and virtualized which resulted in a reduction of hardware utilizing energy while maintaining services. Recommendations were made by the CIO to the HPIS division administrator to create a requirement that all staff turn off their computers when leaving for the evening. This was based on several evening and weekend visits by the CIO to the Department central office counting the number of computers left on. Investigation into forcing computers into sleep mode was made, however sleep mode was causing connection issues with the state exchange server and was abandoned because of these issues. It was also determined that all purchase requesters for computer monitors over 21" would require division administrator approval because of the increased energy consumption of these units.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): ongoing

SECTION 2: IT INITIATIVES STATUS UPDATE

2.1 IT Initiatives *(Taken from 2008 plan and 2009 update)*

Title: Timekeeping system

Division: Montana State Prison

Description: Installation of a timekeeping system in all areas of the facility would ensure accurate, permanent documentation of staff payroll and timekeeping records. This system could be utilized to manage and control multiple departments, shift schedules and payroll review and approval.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going):
Completed

Funding (funded, not funded, or partially funded): **Funded**

Title: Video Cameras and Monitors

Division: Montana State Prison

Description: This request is for a total of 6 cameras with recording capabilities and corresponding monitors for each. These cameras would be distributed as follows: two – high side visiting, two – low side visiting, and one each for the administrative building lobby and Staff/Visitor parking area. Video of the High and Low security visiting rooms is necessary for remote supervision, monitoring appropriate contact between visitors and inmates, and to help prevent the introduction of contraband. Administrative Building Lobby and Staff/Visitor parking lot video is necessary for remote supervision and periodic inspection of these areas, as well as the ability to investigate incidences through recorded video during hours of low facility staffing and supervision.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going):
partially completed

Funding (funded, not funded, or partially funded): **partially funded**

Title: Upgrades and additions to PREA (Prison Rape Elimination Act) cameras and DVR systems

Division: Montana State Prison

Description: Purchase and installation of higher resolution cameras for PREA areas. Purchase and installation of high resolution cameras and DVRs to adequately cover areas of the prison not covered by prea.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): *completed*

Funding (funded, not funded, or partially funded): *funded*

Title: System Maintenance

Division: Health, Planning, and Information Services

Description: The previous legislature granted the Department of Corrections funding to acquire a new staff scheduling system, banking and commissary system, and restitution collection system. These systems will require annual maintenance from the system providers.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): *ongoing*

Funding (funded, not funded, or partially funded): *funded*

Title: Training Audio Visual equipment

Division: Human Resources Division

Description: The purchase of a laptop and two multimedia projectors. The training bureau currently has a laptop and two projectors that will need to be replaced in the next three years, as it will no longer be serviceable by IT and will be out of warranty. This equipment will replace existing equipment in the Training Center in Deer Lodge.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): *partially completed*

Funding (funded, not funded, or partially funded): *not funded*

Title: laptops and wireless service for Board of Pardons board members

Division: Board of Pardons and Parole

Description: The Board of Pardons and Parole has informed IT that they will be requesting funding to purchase laptops for the appointed board members and support staff to make the hearings process more efficient. In addition they would like to purchase Wireless air cards through Alltel or Verizon to provide the board members connectivity to the hearings information. Currently the board copies copious amounts of paper and spends a significant amount of money on postage getting this information to the board members.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going): *completed*

Funding (funded, not funded, or partially funded): *not funded*

Title: Research Electronic Health Records

Division: Health, Planning, and Information Services

Description: Note – this is not currently listed as an IT request, IT will play a role in this process and believe it is important to have this listed in this section.

Among the many challenges faced by correctional staff is providing inmate healthcare and managing the paperwork generated by this enormous task. The paperwork often gets lost, slows down communications and creates administrative nightmares. Funding is requested to research what other facilities have in place for electronic health medical management. The research would involve visiting facilities, gathering information on what is best from their experiences.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going):
cancelled

Funding (funded, not funded, or partially funded): *not funded*

Title: Youth Transition Center technology OTO

Division: Youth Services Division

Description: **Computer** – is needed so that the program manager does not need to share the workstation with correctional officers. Correctional officers need consistent access to enter time and access other necessary documentation tools.

Phone System: The current system consists of individual phones and lines between the two centers. Wiring dates from the 1970's and is brittle and prone to breakage. System does not have provision for intercom, voice mail and privacy features.

Vision Net: The transition centers house youth from regions across the state. Video conferencing will improve the ability of youth to have consistent visual contact with their families and parole officers in their home region. It will also allow the transition center staff members to have visual contact with youth in correctional facilities. Distance learning opportunities for staff and youth would be enhanced. This also has a 6,000 yearly connection fee.

Projector and laptop with power point: These items will enhance training opportunities at the centers and will allow for outside presenters as well. Among other presenters, the American Indian wellness days will be enhanced with its use.

Status (completed, substantially completed, deferred, delayed, cancelled, or on-going):
cancelled

Funding (funded, not funded, or partially funded): *not funded*

Title: Riverside Youth Correctional Facility technology enhancements

Division: Youth Services Division

Description: **Internet to the gym mezzanine:** A wall mount SMART board and ceiling projector were purchased via an education grant last year. It has become apparent that this technology would be much more usable if it were able to be hooked into the internet. This is the only room that is big enough for a school assembly, and having internet would allow presentation to the entire school as part of an education curriculum. Also, this room is often used for staff training. With more and more trainings being offered over the internet, being able to use the large screen of the SMART board would to facilitate this training to numerous staff at one time would greatly enhance training opportunities. The distance of the mezzanine to the server room in the admin bldg. is what impacts the cost of this project.

IT Upgrades: This project provides the new wiring for data to the new clinical offices listed above. It also impacts both the internet access to the gym mezzanine and the internet service to the computers in the housing unit. The facility needs an upgraded switch, which would be support an addition connection closet in building 15. The computers in the housing unit could then been routed to that connection

instead of the admin building, which would allow network speed to go from 10/half to 100/half. This is being recommended by Damon at ITSD

*Status (completed, substantially completed, deferred, delayed, cancelled, or on-going):
completed*

Funding (funded, not funded, or partially funded): funded